

City of Chattanooga, TN
Personnel Class Specification

Class code 0113

FLSA: Exempt

CLASSIFICATION TITLE: MANAGER, IS SUPPORT SYSTEMS

PURPOSE OF CLASSIFICATION

The purpose of this classification is to manage and supervise system administration and technical support services for the City's information systems, including personal computers, networks, and user support.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals.

Manages the systems administration and support services for the City's networks, personal computers, and user-departments; establishes, implements, and revises policies and procedures for support units as necessary to ensure efficient operations and service; monitors and evaluates effectiveness of operations and the extent to which users needs are met; provides technical expertise to subordinates staff and management.

Assists in the management of information systems division and operations; provides input in budgetary and policy decisions; participates in strategic planning to ensure that the City's information technology needs are addressed.

Researches information system services operations and reports to perform analysis of growth and system efficiency.

Recommends alterations and future enhancements of computer network system to meet changing and expanding user needs.

Keeps abreast of new computer technology and equipment by reading trade journals and industry-related publications, and attending seminars as available.

Provides information system budget figures; evaluates bids and approves purchases.

Develops policies and procedures for computer application support that utilize hardware, software, and personnel effectively and efficiently.

Conducts presentations on City-wide information systems services, and provides tours of facilities.

ADDITIONAL FUNCTIONS

Performs other related duties as required.

MINIMUM QUALIFICATIONS

Bachelor's degree in Computer Information Systems, Computer Science, or closely related field; supplemented by three (3) to five (5) years previous experience and/or training that includes information system management and analysis; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

Human Interaction: Requires the ability to perform in a supervisory capacity over subordinate supervisors.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate and control the actions of equipment and machinery, requiring the monitoring, adjustment, regulation, and/or setting of multiple conditions.

Verbal Aptitude: Requires the ability to utilize consulting and advisory data and information, as well as reference, descriptive and/or design data and information as applicable.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, profit and loss, ratio and proportion; may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the ability to apply principles of logical or synthesis functions; to deal with several concrete and abstract variables; and to analyze major problems that require complex planning for interrelated activities that can span one or several work units.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

Chattanooga, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.